

ADMINISTRATIVE MESSAGE

ROUTINE

R 081445Z MAY 00 ZYB PSN 364283F26

FM COMNAVSUPSYSCOM MECHANICSBURG PA//04//

TO CINCLANTFLT NORFOLK VA//N412/N43//
CINCPACFLT PEARL HARBOR HI//N412/N43//
CINCPACFLT PEARL HARBOR HI//N412/N43//
COMNAVAIRSYSCOM PATUXENT RIVER MD//3.1//
COMNAVSEASYS COM WASHINGTON DC//04L//
COMNAVAIRLANT NORFOLK VA//N41/N43//
COMNAVAIRPAC SAN DIEGO CA//N41/N43//
COMNAVSURFLANT NORFOLK VA//N41/N43//
COMNAVSURFPAC SAN DIEGO CA//N41/N43//
COMSUBLANT NORFOLK VA//N41//
COMSUBPAC PEARL HARBOR HI//N41//
NAVSEALOGCEN MECHANICSBURG PA//00/N50//
FISC NORFOLK VA//00//
FISC SAN DIEGO CA//00//
FISC PUGET SOUND WA//00//
FISC PEARL HARBOR HI//00//
FISC YOKOSUKA JA//00//
FISC JACKSONVILLE FL//00//
FISC CHEATHAM ANNEX WILLIAMSBURG VA//00//
CG MCAS CHERRY PT NC//SU//
CG MCAS CHERRY PT NC//SU//
NAF WASHINGTON DC//00//
NAVICP MECHANICSBURG PA//OS//
NAVICP PHILADELPHIA PA//OA//
NEXCOM NORFOLK VA//00//
FLEMATSUPPO MECHANICSBURG PA//00/96/95//
NAVPETOFF FT BELVOIR VA//00//
OSP ARLINGTON VA//00//
NEX UNIFSUPPCEN NORFOLK VA//00//
NAVCLOTEXTRSFAC NATICK MA//00//
NAVTRANSSUPPCEN NORFOLK VA//00//
FOSSAC NORFOLK VA//00//
NAVREGPEO SAN DIEGO CA//00//
NEX NAVHOSP SAN DIEGO CA//00//
FLEHOSPSUPPOFF WILLIAMSBURG VA//00//
SIMA EARLE COLTS NECK NJ//00//
SIMA MAYPORT FL//00//
SIMA NORFOLK VA//00//
SIMA NRMF INGLESIDE TX//00//

SIMA PASCAGOULA MS//00//
SIMA SAN DIEGO CA//00//
SIMA SAN DIEGO DET CORONADO CA//00//
NAVAVNDEPOT CHERRY PT NC//00//
NAVAVNDEPOT JACKSONVILLE FL//00//
NAVAVNDEPOT NORTH ISLAND CA//00//
NAS ATLANTA GA//00//
NAS BRUNSWICK ME//00//
NAS CORPUS CHRISTI TX//00//
NAS FALLON NV//00//
NAS JACKSONVILLE FL//00//
NAS JRB FORT WORTH TX//00//
NAS JRB NEW ORLEANS LA//00//
NAS JRB WILLOW GROVE PA//00//
NAVAIRES SANTA CLARA CA//00//
NAS KEFLAVIK IC//00//
NAS KEY WEST FL//00//
NAS KINGSVILLE TX//00//
NAS LEMOORE CA//00//
NAS MERIDIAN MS//00//
NAS NORTH ISLAND CA//00//
NAS OCEANA AIR DET NORFOLK VA//00//
NAS OCEANA AIR DET NORFOLK VA//00//
NAS OCEANA VA//00//
NAS PATUXENT RIVER MD//00//
NAS PENSACOLA FL//00//
NAS PT MUGU CA//00//
NAS SIGONELLA IT//00//
NAS WHIDBEY ISLAND WA//00//
NAS WHITING FIELD MILTON FL//00//
MAG ELEVEN
MAG FOUR NINE
MAG FOUR ONE
MAG FOUR ONE DET ALFA
MAG FOUR SIX
MAG FOUR SIX DET ALFA
MAG FOUR TWO
MAG FOUR TWO DET ALFA
MAG FOUR TWO DET BRAVO
MAG FOUR TWO DET CHARLIE
MAG FOUR TWO DET CHARLIE
MAG FOURTEEN
MAG SIXTEEN
MAG SIXTEEN
MAG THIRTEEN
MAG THREE NINE
MAG THREE ONE

MAG THREE SIX
MAG THREE SIX
MAG TWELVE
MAG TWELVE
MAG TWO NINE
MAG TWO SIX
USS ABRAHAM LINCOLN
USS CARL VINSON
USS CONSTELLATION
USS HARRY S TRUMAN
USS JOHN C STENNIS
USS DWIGHT D EISENHOWER
USS JOHN F KENNEDY
USS KITTY HAWK
USS NIMITZ
USS THEODORE ROOSEVELT
COMSECONDFLT//J4//
COMSEVENTHFLT//N4//
COMSIXTHFLT//N4//
COMSIXTHFLT//N4//
COMTHIRDFLT//J4//
COMFIFTHFLT
COMFIFTHFLT
AIG 7729
AIG 305
AIG 306

UNCLAS //N04400//

MSGID/GENADMIN/NAVSUP 4C1B3//

SUBJ/NAVY INTEGRATED CALL CENTER (NICC)//

RMKS/1. THE PURPOSE OF THIS MESSAGE IS TO ANNOUNCE EXPANDED CAPABILITIES OF THE NICC - SUPPLY INFO - OPTION 1.

2. NICC OPTION 1 IS PART OF THE VISION OF ONE TOUCH SUPPORT AND IN DIRECT RESPONSE TO OUR CUSTOMERS' REQUESTS FOR BETTER SERVICE.

3. THE NICC IS THE SINGLE ENTRY POINT FOR CALLERS TO OBTAIN PRODUCTS, INFORMATION AND SERVICES FROM THE NAVY LOGISTICS SYSTEM. CUSTOMERS CAN CALL TOLL FREE (CONUS 1-877-4-1-TOUCH OR OCONUS DSN 510-4-2-TOUCH). THE USE OF THE PREFIX 510 MAKES THIS A TOLL FREE NUMBER.

4. THE NEW EXPANDED CAPABILITIES OF THE NICC NOW INCLUDE 24 X 7

X 365 COVERAGE AND THE PRESENCE OF AN INTERACTIVE VOICE RESPONSE UNIT. THIS CAPABILITY WILL DECREASE THE TIME REQUIRED TO OBTAIN INFORMATION FROM THE NAVY LOGISTICS SYSTEM FOR THE CALLER.

5. CALLERS INTO THE NICC ARE GREETED BY A QUICK ANNOUNCEMENT FOLLOWED BY A MENU CONSISTING OF SIX OPTIONS. THIS MESSAGE FOCUSES ONLY ON THE FIRST OPTION 1 (SUPPLY) FOR STOCK, REQUISITION AND OTHER SUPPLY TYPE INFORMATION FROM THE NAVY SUPPLY SYSTEM AND THE NAVY DSS CO-LOCATED STORAGE SITES. THE FEATURES AND CAPABILITIES OF THE REMAINING OPTIONS WILL BE ADDRESSED IN FUTURE MESSAGES.

6. WHEN YOU SELECT OPTION 1 YOU WILL HEAR A LIST OF VARIOUS FUNCTIONS THAT YOU CAN PERFORM SUCH AS REQUISITION STATUS INQUIRY, STOCK CHECK, NEW AND MODIFIED REQUISITION SUBMITTAL AND THE OPPORTUNITY TO TALK WITH A CUSTOMER SERVICE REPRESENTATIVE. YOU ARE NOW INTERFACING WITH THE INTERACTIVE VOICE RESPONSE (IVR) UNIT. YOU WILL HAVE THE OPTION TO SPEAK YOUR REQUEST OR USE THE KEYPAD FROM YOUR TOUCH TONE PHONE. OPTION 1 HAS SOME BUILT-IN CUSTOMER HELP FEATURES TO ASSIST THE CALLER WITH THE IVR IF THE CALLER HAS TROUBLE. BY PRESSING "0" FROM A MENU OR "***" (TWO ASTERISKS) WHEN INPUTTING INFORMATION, THE CALLER CAN GET TRANSFERRED TO A CUSTOMER SERVICE REPRESENTATIVE (CSR) WITHIN 5 SECONDS. IF NECESSARY, THE CSR CAN TRANSFER THE CALLER BACK TO THE IVR, WHILE THE CSR IS STILL ON THE LINE, TO ASSIST THE CALLER THROUGH THE IVR PROCESS UNTIL THE CALLER GETS THE INFORMATION DESIRED. WE REFER TO THIS NEW FEATURE AS "PERSONAL ONLINE IVR TUTORING." WE ALSO HAVE BUILT IN AN AUTOMATIC CSR DEFAULT FEATURE THAT WHENEVER A CALLER UNSUCCESSFULLY ATTEMPTS ON TWO OCCASIONS TO INPUT INFORMATION, THE SYSTEM WILL AUTOMATICALLY TRANSFER THE CALLER TO THE CSR.

7. EARLY RESULTS SHOW THAT THE NICC IS EXTREMELY SUCCESSFUL. THROUGH OPTION 1 (SUPPLY), 99 PERCENT OF ALL CALLS GET SERVICED, EITHER FROM THE IVR OR A CSR, AND 92 PERCENT OF THOSE ARE RESOLVED ON THE FIRST CALL. THE CUSTOMER NOW MAKES ONE CALL TO RECEIVE QUICK AND COURTEOUS SERVICE. OUR CUSTOMERS ARE EXTREMELY SATISFIED WITH THIS NEW SERVICE AND HAVE GIVEN US AN APPROVAL RATING OF 89 PERCENT.

8. IF YOU HAVE A SUPPLY TYPE QUESTION AND NEED A QUICK ANSWER, THEN GIVE US A CALL USING ONE OF OUR TOLL FREE NUMBERS, CHOOSE OPTION 1 (SUPPLY), AND EXPERIENCE CUSTOMER SERVICE AT ITS BEST.

9. NAVSUP AND NAVSEA ARE COMMITTED TO PROVIDING WORLD CLASS SERVICE TO OUR CUSTOMERS VIA ONE TOUCH SUPPORT.

10. POC FOR THIS MESSAGE AND OPTION 1 IS MR. MIKE FUSCSICK,
NAVSUP NICC PROGRAM MANAGER, DSN 430-6798 OR COMMERCIAL
717-605-6798, EMAIL ADDRESS:
MICHAEL_L_FUSCSICK@NAVSUP.NAVY.MIL//

BT
NNNN

PLA: FISC SAN DIEGO CA

START-E-MAIL

007 on 05/09/00 at 14:04:43

START-E-MAIL

030 on 05/09/00 at 14:04:43

START-E-MAIL

041 on 05/09/00 at 14:04:43

START-E-MAIL

0432A on 05/09/00 at 14:04:43

START-E-MAIL

051 on 05/09/00 at 14:04:43

START-E-MAIL

0748 on 05/09/00 at 14:04:43

START-E-MAIL

130CSS on 05/09/00 at 14:04:43

START-E-MAIL

140C on 05/09/00 at 14:04:43

START-E-MAIL

210A on 05/09/00 at 14:04:43

START-E-MAIL

210A02 on 05/09/00 at 14:04:43

START-E-MAIL

210A1 on 05/09/00 at 14:04:43

START-E-MAIL

240 on 05/09/00 at 14:04:43

START-E-MAIL

AAB on 05/09/00 at 14:04:43

START-E-MAIL

BB on 05/09/00 at 14:04:43

START-E-MAIL

BUH on 05/09/00 at 14:04:43

START-E-MAIL

CFS on 05/09/00 at 14:04:43

START-E-MAIL

CS on 05/09/00 at 14:04:43

START-E-MAIL

CT on 05/09/00 at 14:04:43

START-E-MAIL

E on 05/09/00 at 14:04:43
START-E-MAIL
FA on 05/09/00 at 14:04:43
START-E-MAIL
FISCSD/NADEP on 05/09/00 at 14:04:43
START-E-MAIL
KR on 05/09/00 at 14:04:43
START
MDSOPR on 05/09/00 at 14:04:43
START-E-MAIL
NCD on 05/09/00 at 14:04:43
START-E-MAIL
NCM on 05/09/00 at 14:04:43
START-E-MAIL
SP on 05/09/00 at 14:04:43
START-E-MAIL
SPB on 05/09/00 at 14:04:43
START-E-MAIL
TC on 05/09/00 at 14:04:43
START-E-MAIL
USD on 05/09/00 at 14:04:43
START-E-MAIL
CCN on 05/09/00 at 14:04:43